

Missouri State Library

# Show Me *Express*

Published by Secretary of State Robin Carnahan

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*Show Me Express features time-sensitive information about State Library programs and current news of interest to the Missouri library community.*

## **Making Customer Service Training Work: Following Up on What We Learn Webinar**

Join library educator Pat Wagner in a webinar on **Tuesday, November 15** as she shares how and why the skills of supervisors and their relationships with employees affects the experience of every patron. By the end of this webinar, participants will demonstrate an increased knowledge in the following areas:

- General customer service skills;
- The importance of reinforcing customer service training;
- The importance of practicing what we know about good customer service;
- How to deal successfully with staff members lacking in good customer service skills.

[Click here](#) to register.

## **Summer Library Program Grant Opportunity**

The Summer Library Program grant application for Summer 2012 activities is available online at [LSTA Long Term Grant Opportunity](#). This grant is to assist qualifying **public and school libraries** in reaching people of all ages in innovative ways to keep them reading and learning throughout the summer months. The application deadline is **November 15, 2011**.

If you have questions regarding what the grant can fund, or if you are new to grant writing and looking for ways to help your application go smoothly through the grant review process, then plan to attend one of two one-hour online information sessions that will look specifically at the Summer Library Program grant application. **Eligibility Guidance and Grant Writing Tips** will be provided on October 18, 2011 at 9:00 A.M. and 3:30 P.M. Libraries may arrange access to their preferred session by sending

contact information including e-mail address to [debbie.musselman@sos.mo.gov](mailto:debbie.musselman@sos.mo.gov) no later than **October 17, 2011**.

## **Public Library Responses Needed for Technology Access Survey**

Since 2006 the American Library Association, with support from the Bill & Melinda Gates Foundation, has conducted a national survey of public libraries regarding their Internet connectivity and computing access resources. The *2011-2012 Public Library Funding & Technology Access Study (PLFTAS)* was launched on Tuesday, September 6. All public libraries in the state are welcome to complete the survey, in addition to the 190 Missouri public library service outlets officially invited to submit their data. Recent results of this study have been used successfully by ALA to lobby for continued LSTA funding from Congress, and by the FCC and NTIA to get libraries recognized as critical community anchor institutions worthy of inclusion in the National Broadband Plan, as well as eligible for Broadband Technology Grants and Programs.

The online survey form is available at <http://www.plinternetsurvey.org>. Library directors who received an invitation to participate will find the library's survey ID on the back of their postcard invite. If you voluntarily choose to participate, check the [Public Library Funding & Technology Access Study Web site](#) for instructions and a survey ID. **The survey closing date is Friday, November 11, 2011.**

Please note:

- Public library outlets participating in the Gates Opportunity Online Hardware Grant Program are **REQUIRED** to complete this survey to remain eligible for the grant.
- This survey is **NOT** the annual statistical report for public libraries in the state. Additional information will soon be released regarding the launch of Missouri's fiscal year 2011 Public Library Survey.

If you have questions about the survey, please contact Katina Jones, Statistical Research Analyst, at 800-325-0131, ext. 12 or [katina.jones@sos.mo.gov](mailto:katina.jones@sos.mo.gov).

## **Early Registration for WebJunction Webinars**

WebJunction has announced that early registration has opened for December webinars.

### **Early Registration: December Webinars**

- December 6, 1 p.m. [Free Windows 7 Curriculum: Basic Computer Training at Your Library](#)

- December 14, 1 p.m. [A Small But Powerful Webinar for Winning Big Support for Your Rural Library](#)

If you would like to take advantage of the free courses and webinars but are not a Missouri Affiliate, affiliate now by going through the following steps:

1. Go to [mo.webjunction.org/missouricentral](http://mo.webjunction.org/missouricentral)
2. Create a [Webjunction member account](#)
3. Wait for approval by the Missouri State Library
4. Once approved, sign in to your account and sign up for any and all courses and webinars that you desire.

## For More Library News

[Spotlight! On National Library of Medicine Resources](#)

[Customer Service Webinar Registration Available](#)

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To **change** your contact information **or** to **unsubscribe**, e-mail [sharla.lair@sos.mo.gov](mailto:sharla.lair@sos.mo.gov) or contact the Missouri State Library at 800-325-0131, ext. 16.

*Show Me Express* will be archived for six months on the State Library's Web site at [http://www.sos.mo.gov/library/showme\\_express/](http://www.sos.mo.gov/library/showme_express/).

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